

BOSWORTH LEISURE

Bosworth Leisure Group Privacy Policy

Last updated: October 2026

This privacy policy applies to Bosworth Leisure Group Ltd and its subsidiary companies, and to all of our venues and websites: the Prince Llewelyn Hotel and the Tanronnen Inn in Beddgelert, Y Beudy Steakhouse (The Cowshed) in Tremadog, and The Castle in Bangor.

Introduction

Our venues are operated by the subsidiary companies of Bosworth Leisure Group Ltd listed in the table below ("we", "us" or "our"). The subsidiary that operates the venue you book with, visit or contact, or whose website you use, is the controller of your personal information for the purposes of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. This means that it is responsible for, and controls the processing of, the personal information you provide to us in accordance with this privacy policy.

We understand that guests care about the use and storage of their personal information and we value your trust in allowing us to do this in a careful and sensible manner. We have created this privacy policy statement in order to demonstrate our commitment to the privacy of our customers.

By using our venues, our websites (including our mobile sites), our social media pages and any other service provided by a Bosworth Leisure Group company, you are acknowledging that we are processing your personal information and, where necessary, consenting to such practices, as outlined in this statement.

Who we are: our data controllers

Company	Company number	Registered office	Venue(s) and website	Contact email
Bosworth Leisure Ltd	13783944	Prince Llewelyn Hotel, Smith Street, Beddgelert, Caernarfon, Gwynedd, LL55 4LT	Prince Llewelyn Hotel, Smith Street, Beddgelert, Caernarfon, Gwynedd, LL55 4LT (www.princellewelyn.co.uk); Tanronnen Inn, Beddgelert, Caernarfon, Gwynedd, LL55 4YB (www.tanronneninn.com)	reception@princellewelyn.co.uk reception@tanronneninn.com
Y Beudy Ltd	16797619	Hafod Ruffydd Ganol, Beddgelert, Caernarfon, LL55 4UU	Y Beudy Steakhouse (The Cowshed), Ffordd Prenteg, Tremadog, Nr. Porthmadog, LL49 9SN (www.y-beudy.co.uk)	hello@y-beudy.co.uk
Y Castell Ltd	17380060	Hafod Ruffydd Ganol, Beddgelert, Caernarfon, Gwynedd, LL55 4UU	The Castle, Glanrafon, High Street, Bangor, Gwynedd, LL57 1LP (www.castlebangor.co.uk)	hello@castlebangor.co.uk
Bosworth Leisure Group Ltd (parent and managing company)	16796424	Hafod Ruffydd Ganol, Beddgelert, Caernarfon, Gwynedd, LL55 4UU	Provides shared central services to all of the venues above	reception@bosworthleisure.co.uk

All companies are registered in England and Wales.

The role of Bosworth Leisure Group Ltd

Bosworth Leisure Group Ltd is the parent and managing company of each of the subsidiaries above. It provides shared central services, including management, finance, IT and marketing, on behalf of the subsidiaries that operate our venues. For those shared services, Bosworth Leisure Group Ltd may act as a joint controller with the relevant subsidiary. You can contact Bosworth Leisure Group Ltd, or the venue concerned, about any of these services using the details in the 'Contact details' section below.

Personal information which we collect

We collect personal information about you (and others if their personal information is provided by you) when you:

- make or manage a booking (for a room, table, event or function) either personally or as a guest of another guest;
- sign up for our newsletter and other marketing emails (in line with Marketing below);
- sign up for a customer account or loyalty scheme (such as Castle Rewards at The Castle);
- buy a gift voucher;
- engage with us to receive services (such as by contacting us through the "Contact Us" form on our website or by calling our telephone (which may be recorded));
- post material to our website and/or social media pages;
- complete customer feedback or surveys as part of your stay or visit;
- register at reception when staying at one of our hotels;
- raise a complaint or dispute with us or are involved in a legally recordable incident at our premises (e.g. in relation to health and safety reporting);
- speak to one of our team;
- visit our premises where CCTV is in operation (see CCTV below);
- use the guest Wi-Fi at our venues (see Wi-Fi below);
- participate in competitions or promotions; and/or
- use our website or customer applications in any other way.

The personal information collected in the above manner may include the following about you (and others if their personal information is provided by you):

- full name;
- postal address;
- email address;
- telephone number;
- payment details (card payments are processed by our payment provider, Yetipay – see 'Booking systems and other service providers' below);
- geolocation;
- machine identifiers (such as IP addresses);
- dispute resolution information;
- disability and health information;
- supplementary information (dietary and other preferences and special requirements);
- image data (including CCTV images);
- website behavioural data (such as through tags and cookies – see Cookies below);
- voice recordings; and
- identification information (such as passports, drivers' licences or national identity cards), for example when checking in at our hotels.

Personal information provided by third parties

We may receive information about you from other sources (such as from our authorised third party providers and booking agents), which we will add to the information we already hold about you in order to help us provide our products and services in accordance with your requirements and to ensure that the quality of data we have on your account(s) is maintained properly. We may also obtain personal information about you from social media providers such as Facebook or from third party websites where you have left commentary or feedback about us (for example on TripAdvisor).

How we use your information

We will collect personal information:

In order to take the necessary steps in preparation of, or to fulfil our obligations under, a booking contract:

- Bookings and payments – provide communications about bookings, products and services being provided to you (and others if their personal information is provided by you);
- Bookings and account updates – send details of new, amended or cancelled bookings, account details and changes – usually via email;
- Update you on matters affecting your booking – contact you (and others if their personal information is provided by you) in the event of a change that affects a booking or any data or personal information you have provided us with, such as changes to terms and conditions of booking or this privacy policy;
- Website service communication – provide notifications of any changes to our website or to our services that may affect you (and others if their personal information is provided by you);
- Customer service communication – provide you with requested information or correspondence, or a response from us to an enquiry made by you;
- To provide assistance in completing bookings – send reminder emails to continue with a booking which has been started on our websites or booking platforms but is not paid and completed;
- Maintain your accounts – create a profile about you in relation to your booking, to update our records, create and maintain your account.

With your consent:

- Marketing communications – create a profile about you for marketing purposes to tailor our communications to you. We may use automated processes to do this;
- Promotional offers – inform you about promotional offers and other products or services that may be of interest (in line with marketing communications above);
- Maintain records indicating your consent status – to ensure we accurately reflect your wishes when communicating to you.

In our legitimate interest* to improve our services:

- Market research – to contact you (and others if their personal information is provided by you) to ask about your experience of our venues and services as part of a continual programme of customer service improvement. This is not marketing communication and is separate to marketing communications above. We may use third parties, for example TripAdvisor, to provide such market research communications to you on our behalf;
- Website customisation and offers – to customise our website and its content to your particular preferences and to offer you appropriate discounts in accordance with the Cookies section below;
- Customer support – monitor calls and help to train staff in relation to our customer support and helpdesk function;
- Product and service improvement – to improve our products and services;
- Service analysis – to conduct research, statistical analysis and behavioural analysis. This may include customer profiling by third parties and/or providing aggregate statistical information relating to customers,

sales, traffic patterns and related site information to reputable third parties. You can object to such profiling (please see 'The right to object to automated decision making / profiling' below);

- Central administration – to allow Bosworth Leisure Group Ltd to provide shared central services and group reporting to our venues.

In our legitimate interest* to protect against fraud and keep our venues safe:

- Website improvement and fraud prevention – improve our websites, prevent or detect fraud or abuses of our websites and enable third parties to carry out technical, logistical or other functions on our behalf;
- Security – carry out security checks when allowing you access to our services and to block fraudulent or suspected fraudulent activity;
- Safety and crime prevention – operate CCTV and protect our guest Wi-Fi networks (see CCTV and Wi-Fi below).

In order to meet our legal obligations:

- Taxation – ensure we meet our tax and other regulatory obligations;
- Registration – ensure local regulations are complied with (where guest registration is necessary).

* Any reliance on legitimate interest shall not prejudice your interests or fundamental rights and freedoms.

Marketing and communications

We may periodically send promotional material to you about new products, special offers or other information which we think you may find interesting based on the profile we have created about you to the email addresses and phone numbers which you have provided.

If these are similar to products, services and bookings previously supplied by us to you, we will assume, under our legitimate interests to promote similar goods and services, that you are willing to receive this information unless you tell us otherwise. Please note that we do not want to send you information that you do not want to receive and you can opt out at any time (please see 'The right to ask us to stop contacting you with direct marketing' below for further information).

We will always ask your permission before sending you email marketing information (unless you have already received similar services, products or bookings from us as mentioned above). We do this by asking for your positive confirmation (e.g. by providing a tick or inserting your contact details in the relevant boxes) indicating that you wish to receive marketing and you can opt out at any time (please see 'The right to ask us to stop contacting you with direct marketing' below for further information). This ensures you only receive information that you have given us permission to send and are willing to receive.

We may use your information to create a profile about you in order to tailor, by automated means, our communication and marketing to you.

From time to time, we (or a third party nominated by us) may also use your information to contact you for research purposes and/or to ask about your experience of our venues and services as part of a continual programme of customer service improvement. Please note such communications are not seen as marketing and you may receive these from us even if you have unsubscribed from marketing. We may contact you by email, telephone, text, social media and/or mail. We may also use the information to customise the website according to your interests.

Booking systems and other service providers

We use trusted third-party service providers to run our websites, take bookings and payments, and manage customer accounts. They process your personal information on our behalf and are bound by contractual terms to keep it secure. Depending on the venue, these include:

Service provider	What it is used for	Venue(s)
Wix.com	Hosting our websites; website forms and enquiries	All venues
Beds24	Room bookings	Prince Llewelyn Hotel; Tanronnen Inn
Tillable (a trading name of Table Yeti Ltd, company number 11634791; privacy notice: https://tillable.app/gb/en/privacy)	Table bookings and reservations (including event bookings); online food ordering; selling and redeeming gift vouchers; customer accounts, rewards and loyalty schemes (such as Castle Rewards)	All venues
Yetipay (a trading name of Table Yeti Ltd, company number 11634791; privacy notice: https://yetipay.me/privacy)	Taking card payments and pre-authorisations	All venues

If you book through a third-party booking agent or website, that agent will also process your information under its own privacy notice. If you add a loyalty card to an Apple or Google digital wallet, Apple or Google will process information under its own privacy notice.

CCTV

Our venues may operate CCTV in and around the premises for the safety and security of our guests and team and for the prevention and detection of crime. Where CCTV is in operation, signs are displayed. CCTV images are kept for 30 days and are then automatically overwritten, unless they are needed to investigate an incident, an insurance claim or a legal claim, or are requested by the police or another authority, in which case they are kept for as long as necessary for that purpose.

Access to CCTV footage is restricted to authorised personnel. We may share footage with the police or other authorities where the law allows or requires. You have the right to request a copy of footage in which you can be identified (see 'The right to access information we hold about you' below); please give the venue, date and approximate time, and a description of yourself, so that we can locate it. We may need to blur or withhold images of other people.

Wi-Fi

We provide guest Wi-Fi at all of our venues. When you use it, we may collect device identifiers (such as IP and MAC addresses) and connection times. The company operating the venue may, when deemed necessary, monitor or intercept traffic transmitted through our network within the boundaries of data protection law, in order to keep the network secure and to prevent illegal or unacceptable use. Our guest Wi-Fi may be provided through a third-party Wi-Fi service provider acting on our behalf.

Car park at Y Beudy Steakhouse (third-party operator)

This section applies to Y Beudy Steakhouse only. The car park at Y Beudy is owned and operated by a third party, UK Car Park Management Ltd ("UK CPM", company number 07383860, registered office 49 Station Road, Polegate, BN26 6EA), and is not under our control. UK CPM may collect your vehicle registration and payment details, including through the tablet provided on arrival. UK CPM processes this information as an independent controller under its own privacy notice, available at <https://www.uk-carparkmanagement.co.uk/privacy>, and Y Beudy Ltd is not responsible for its processing. Please contact UK CPM directly (<https://www.uk-carparkmanagement.co.uk/contact-us>) about any parking data, charges or notices.

The Tanronnen Inn's car park is our own and is not managed by a third party; where it is covered by CCTV, the CCTV section above applies. The Prince Llewelyn Hotel and The Castle do not have car parks.

Cookies

Our websites are hosted on Wix. Like most websites, they use cookies and similar technologies:

- Essential cookies, which are needed for the website to work and to keep it secure (for example to load pages correctly, remember your session and protect against fraud). These do not need your consent.
- Analytics and performance cookies, which help us understand how visitors use our websites so that we can improve them.
- Functional and marketing cookies, which remember your preferences and help us show relevant content and offers.

We use non-essential cookies only with your consent, which you can give, refuse or withdraw through the cookie banner on our websites. You can also block or delete cookies through your browser settings, although some parts of the website may then not work properly.

When you use a booking or ordering page provided by one of our service providers (such as Beds24 or Tillable), or follow a link to social media, those providers may set their own cookies under their own cookie and privacy policies.

How long we will keep your personal information

We retain your information for a range of purposes which determine the period of time for which we need to keep such information. For example (this list is not exhaustive):

Data	Retention period
Recorded telephone conversations	7 days from the day the call was received
Marketing	3 years from the point of last contact with you; this may include use of our websites, visits to or stays at our venues, or responses to communications with you
Compliance with legal obligations arising from contracts entered into with you, for example tax regulations	7 years from the date of last transaction
CCTV images	30 days, unless needed for an incident or claim

We will remove your data from our systems at the end of the applicable data retention periods, unless we are required by current or future law to retain your personal information for a longer period.

Our approach to information security

To protect your information, only authorised personnel can access the information, that information is handled and stored in a secure and sensible manner and all systems that can access the information have proportionate and reasonable security measures in place. To achieve this, employees, contractors, sub-contractors and third party suppliers have contracts, with defined roles and responsibilities.

While we take commercially reasonable measures to ensure the safety and security of your data, due to the inherent risks with the Internet, we are unable to warrant the absolute security of your data when using our services.

Transfers of your information outside the UK

Some of our service providers (such as our website host) may process your personal information outside the United Kingdom, for the purpose of ensuring our websites are operating correctly or in relation to third parties with whom we share your data. Any such transfer will be subject to safeguards required by UK data protection law, such as UK adequacy regulations or the UK International Data Transfer Agreement or Addendum, so that your privacy rights are protected and you have remedies in the unlikely event of a security breach.

Your rights

In order to process any of the requests listed below, we may need to verify your identity for your security. In such cases your response will be necessary for you to exercise this right. To the extent we are unable to comply with your request in any way, we will let you know as soon as possible. To make a request, please contact the venue concerned using the details in the 'Contact details' section below.

The right to access information we hold about you

At any point you can contact our team to request details concerning the information we hold about you, why we have that information, who has access to the information and where we got the information. In most cases you may be entitled to copies of the information we hold concerning you. Once we have received your request we will respond within one month (this can be extended by up to two further months for complex or numerous requests, in which case we will tell you why).

The right to correct and update the information we hold about you

If the data we hold about you is out of date, incomplete or incorrect, you can inform us and we will ensure that it is updated.

The right to have your information erased

If you feel that we should no longer be using your data or that we are illegally using your data, you can request that we erase the data we hold. When we receive your request, we will confirm whether the data has been deleted or tell you the reason why it cannot be deleted.

The right to restrict processing of your data

In certain circumstances, for example while we check the accuracy of your data, you can ask us to restrict how we use it.

The right to object to processing of your data

You have the right to request that we stop processing your data. Upon receiving the request, we will contact you to tell you if we are able to comply or if we have legitimate grounds to continue. If data is no longer processed, we may continue to hold your data to comply with your other rights.

The right to ask us to stop contacting you with direct marketing

You have the right to request that we stop contacting you with direct marketing. On promotional emails we provide an 'unsubscribe' link at the bottom of the email which will unsubscribe you from that service. You can also unsubscribe by updating your profile preferences or account on our website or via our unsubscribe link. If you wish to opt out with respect to more than one email address, you must complete a separate request for each email address.

Please note it is not possible to 'opt out' of receiving communication from us which relates to your bookings or customer satisfaction surveys sent as part of the booking (which are not considered marketing for these purposes). This ensures that we can always contact you as a result of circumstances that may affect your visit or stay with us and in order for us to improve our services going forward.

The right to data portability

You have the right to request that we transfer your data to another controller. Once we have received your request, we will comply where it is feasible to do so.

The right to object to automated decision making / profiling

You have the right to request that we stop automated decision making and profiling in relation to our direct marketing practice. You can inform us and we will deal with your request accordingly. Please note that on receipt of the request we will update our systems without undue delay, however you may still receive marketing material unless and to the extent you opt out of the marketing itself (see above).

The right to withdraw consent

Where we rely on your consent, you can withdraw it at any time. This will not affect any processing carried out before you withdrew it.

The right to complain

You can make a complaint to us by contacting the venue concerned using the details in the 'Contact details' section below, or to the data protection supervisory authority – in the UK, this is the Information Commissioner's Office (ICO), at <https://ico.org.uk/> or on 0303 123 1113.

Consent

In those cases where we need your consent to process your information, we will ask you to make a positive indication (e.g. to tick a box or insert your contact details on the relevant form or web page requiring consent). By actively providing us with your consent, you are stating that you have been informed as to the type of personal information that will be processed, the reasons for such processing, how it will be used, for how long it will be kept, who else will have access to it and what your rights are as a data subject and that you have read and understood this privacy policy.

Sharing your information

The information and data we collect is important to us and we understand that you care about the use and storage of your personal information and we value your trust in allowing us to do this. We will not share this with anyone else unless we have a lawful basis for doing so, and we will never disclose, rent, trade or sell your personal information to any third parties for their marketing purposes.

We share your information within the Bosworth Leisure Group where this is needed to provide our services to you and so that Bosworth Leisure Group Ltd can provide shared central services to our venues (see 'The role of Bosworth Leisure Group Ltd' above).

We do disclose or transfer your data or personal information to other companies, data processors or agents employed by us to perform any necessary functions on our behalf (such as hosting and maintaining our website, providing booking, payment and data management systems, market research, customer satisfaction surveys and support services and helping us to analyse and tailor our marketing to you – see 'Booking systems and other service providers' above), but they are bound by similar terms to those set out in our privacy policy.

If Bosworth Leisure Group Ltd, any of its subsidiaries, or any part of their businesses is sold to or integrated with another business, we may disclose your personal information to the new owners (and their professional advisers on the transaction) to be used by the new owners and their group of companies in the same ways as set out in this privacy policy, including to continue providing you with the same services and marketing information services as are currently provided by us.

We may also share information with the police, regulators, licensing authorities, HM Revenue & Customs or other authorities where we are required or permitted by law to do so.

We may also provide aggregate statistics about our customers, sales, traffic patterns and related site information to reputable third parties in order to better understand our services, website and overall customer satisfaction; these statistics will not identify you.

Contact details

If you have any queries about this policy, need further information or wish to lodge a complaint, please contact the venue concerned using the details below.

Venue	Operated by	Address	Email	Telephone
Prince Llewelyn Hotel	Bosworth Leisure Ltd	Smith Street, Beddgelert, Caernarfon, Gwynedd, LL55 4LT	reception@princellewelyn.co.uk	01766 890242
Tanronnen Inn	Bosworth Leisure Ltd	Beddgelert, Caernarfon, Gwynedd, LL55 4YB	reception@tanronneninn.com	01766 890347
Y Beudy Steakhouse (The Cowshed)	Y Beudy Ltd	Ffordd Prenteg, Tremadog, Nr. Porthmadog, LL49 9SN	hello@y-beudy.co.uk	01766 800292
The Castle	Y Castell Ltd	Glanrafon, High Street, Bangor, Gwynedd, LL57 1LP	hello@castlebangor.co.uk	01248 571327
Group enquiries	Bosworth Leisure Group Ltd	Hafod Ruffydd Ganol, Beddgelert, Caernarfon, Gwynedd, LL55 4UU	reception@bosworthleisure.co.uk	Email only

Changes to this privacy policy

We may change this policy from time to time. You should check this policy occasionally to ensure that you are aware of the most recent version that will apply each time you access our websites. This policy was last updated in October 2026.